MI / SWN
MISSION MATCHING
SERVICE

Helping Agencies connect with Enquirers

FULL PARTNER
USER MANUAL
(Edited Version for State Reps)

June 2015

Introduction

The MMS provides an initial interface between Enquirers and Agencies where serious Enquirers can easily investigate a wide range of mission opportunities. The MMS is a mission "one stop shop" where people who are serious about mission but uncertain about a destination or ministry opportunities can use the websites for research because they understand that information from many diverse agencies is available in one place to help them make decisions. These "Enquirers" are strongly encouraged to enter their "personal profiles" and check out the resulting "matches" with Partner Agencies. These profiles are essentially expressions of interest as candidates.

The website incorporates:

➢ **A mission matching service** where
- You can enter your agency details and update them as required;
- Enquirers can enter their personal details and update them as required;
- All Enquirers agree to a privacy clause allowing agencies to access their data;
- As a **Full Partner** you can match Enquirers' profiles against your agency profile, conduct other searches based on your own selection criteria, and mine the data base of enquirers

➢ **A web link to your site** with a brief description of your agency and contact details.

➢ **A "Top Needs" facility** where you can enter details of up to 5 opportunities suitable for a range of ages - on-line for regular update and management.

➢ **A "Short term Teams" facility** where you can enter details of up to 5 teams - on-line for regular update and management.

This manual has been designed to help you:
➢ Login
➢ Search for information on Enquirers.
➢ Understand and use the Matching Features
➢ Understand the Top Needs and Teams features

Your National Office staff remain responsible to update the Profile Information and to enter any Top Needs & Teams. Please liaise with your National Office regarding any entries or changes.

If you have any questions, please contact the Second Wind office on (07) 38436610, or Email admin@secondwind.net.au, or Skype second_wind_network. If you need help in using the website we are able to walk you through the process live on Skype, or phone.

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1.   Getting Started

As a Partner of the MMS, your agency has been allocated a **Username and Password** which will allow you to access the software program to view your agency's profile information and matches. Your National Office will be able to change these if desired.

Go to Second Wind website homepage – http://www.secondwind.net.au or to

the Missions Interlink Opportunities section - http://www.missionsinterlink.org.au/opportunities.

Click on the **Partner Login** button located in the Sidebar. The Login page will display.

An alternative Login is a sub-menu item under *Partners* on the SWN site

  The Login page will display.

Login using the user name and password supplied. **Please note that these are case sensitive.**

The **Agency Main Menu** page will then be displayed. (This is the main menu.)

The following is an explanation of the items on this page:

Click on **HELP** to display an explanatory HELP page.

View, update, and manage **Enquirer Matches**, (more info later).

The **Search the Database** section provides different types of searches (more info later.

The **Manage [Agency Name] Profile** section allows you to enter and edit your specific agency information

The **Top Needs section** allows you to enter up to 5 of your most urgent needs.

The **Teams section** allows you to enter up to 5 of your Short term Teams

2. Mission Matching Service

This system is the major feature of the SWN website. Individual Enquirers enter their profiles with the same criteria as the agencies, and then both can determine how their preferences match up. Matching is based on 5 criteria in the Agency and Enquirer profiles:

- Ministry Preferences of Enquirer
- Ministry Preferences of Spouse (if married)
- Regions of the World
- Languages other than English
- Time Commitment

You can only view Enquirers who have expressly given permission for agencies to view their data and make contact with them if desired.

Although Enquirers are encouraged to directly contact Agencies with whom they have high matches, Agencies are also encouraged to directly follow up Enquirers who match with their profiles.

2.1. List of Enquirers as per Reminder Email

This list enables you to see all new enquirer profiles recently entered, similar to the list enclosed in the bi-monthly reminder email sent out by the SWN office, but it also incorporates the % match with your agency, and the Match List assigned to the enquirer. (default is *New Listings* – see **Sec 2.6**).

Any profiles that have not yet been updated for matching will show with a NIL % match value.   By clicking on a name you can view the enquirer's full profile. It's a quick way to view your matches.

See Sec 2.3 (Run Matching Program) over page for how to update the Matching % if it is not displayed.

2.2. Viewing Matches in detail

(Link located at top of Main Menu screen)

When you select **View Your Enquirer Matches**, the screen displays a list of all Enquirers matching your profile criteria, sorted according to Match Rate initially. The percentages are based on the 5 criteria above. You can also choose **Alternative Lists such as Saved or Deleted.**

NEW FEATURE: **You can also SORT by Match Rate, Profile Age, or State.**

Depending on the Match Filters chosen (Sec 4.5), some of these columns may not display.
(eg If you close "Exclude Profiles with Divorce", the "Divorce" column will not display nor will Profiles with Divorces)

Enquirers with choices that fit your criteria:
Choose List and Display Order (Match Rate, Profile Age or State) from pull-down lists below

View List: [New Listings ▼] [Match Rate ▼] [View Selected List]
Manage List Names & Profile Age   Review/Change Match Filter Settings

Select	List: New Listings Name	Match Rate	Ministry Prefs	Spouse Prefs	Time Period	Regions	Languages (Not English)	Australia State	Australia Only	Financial Status	Paid Only	Divorce Status	Days since Entry/Update	Note
☐	Kelly, Julie	80	Y	Y	Y	Y	N	QLD		4			65	✎
☐	Sibrava, Alan	60	N	Y	Y	N	Y	NSW		4		D	63	✎
☐	Welsh, Trevor	60	Y	Y	N	Y	N	NSW		4			88	✎
☐	Palasrinne, Riitta	40	Y		N	N	N	ACT		5		D	57	✎
☐	Waring, Colleen	40	N	N	Y	Y	N	SA		5			89	✎

Move selected to [New Listings ▼] [Move]

Financial Status code: 0=In debt;1=Paid positions only; 2=Need full funding plus retirement funds; 3=Need full funding; 4=Partially Self-supported; 5=Fully Self-supported

Divorce History Code: D=Primary Person; S=Spouse Been Divorced; B=Both Been Divorced.

Note, as requested:
Matches at and below 20 percent are not shown.
Matches for profiles updated more than 90 days ago are not shown.

Review/Change Filter Settings.

Choose List & Sorting order, then press **View Selected List**

Manage List Names & Profile Age See Section 4.4 below

Review Filter Settings See Section 3.4 below on Enter/Edit Match Filters.

Enquirer name link Click on a name to display the Enquirer's full profile.

Manage your matches – move selected profiles to the Match list of your choice (see Sec 4.3 next page)

2.3. Run Matching Program

If any new Enquirers have registered or updated a profile since you last logged on, an additional option will display – "**Run Matching Program (*n* Enquirers are Unmatched)**". Select this option, and your list of Enquirers will be automatically updated.

If you have altered your profile, you will also see a separate command – "The ministry profile has been revised. After completing all adjustments .**Re-Run Matching Program to revise inquirer matching percentages**."

After activating these options, return to your normal match listing to view the matches.

2.4. View an Enquirer Profile

By clicking on a name in either match list, you can view the Enquirer's full profile, which includes a lie email link.

This will give you a reasonable amount of information about the Enquirer, so you determine whether to contact them further. If you view the Profile by clicking on the name in the List of Matches, any Ministry Preferences will be **in bold**.

2.5. Managing your Matches

At the bottom of the list of matches is a yellow panel with words "**Move selected to …**". This is a Pull-down list, initially reading "New Listings", but when you click on the down arrow, it will display a number of other different categories. You can use this facility to organise the profiles after you have viewed them eg If you have decided that you are not interested in someone, you can move them into the DELETED category, and it will not be visible in "New Listings" next time. If you do not move them from the "New Listings" list, they will keep appearing there.

You can file particular Enquirers under any of the categories in the Pull-down list, to suit your particular requirements. This is recommended so that you can manage the profiles after you have viewed them, and possibly only have new Enquirers displayed in the default "New Listings" each time you log on.

Click the Select boxes for those Enquirers you wish to file, choose the appropriate List category, and click the **Move** button. At the top of the page is a similar Pull-down list, so you can select which category to view at any time. "New Listings" is the default category.

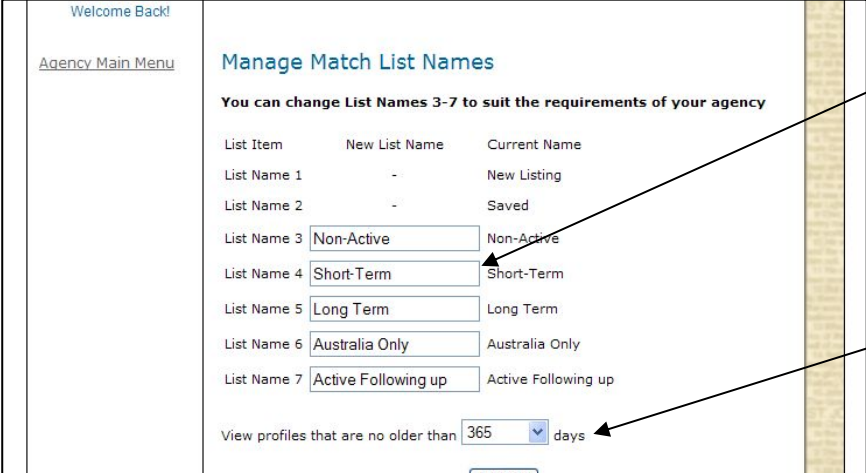This only affects the way your agency will view the profiles. They still remain on the master SWN database.

When you view an enquirer's profile, (by clicking on a specific name) you will see the same option to file their profile under a specific listname, at the bottom of the page. This enables you to view a profile, re-classify it if desired, without first returning to the main match-list. However, you will need to refresh your screen to see the changes effected.

You can also rename most of the Listnames to suit your particular requirements if desired. Click on the **Manage List Names & Profile Age** link and you will be taken to a new page where you can rename these lists and also select the maximum age of the profiles you wish to be displayed. (see 3.6 below)

Click the "pen" symbol 🖊 **to display a NOTES screen** where you can record your own information about the Enquirer. No one else can see this Notes screen, which is exclusive to your agency. If you have entered a note about an enquirer, the pen symbol will be displayed in Bold 🖊 .

2.6. Manage Listnames and Age of Profiles

Here you can rename Listnames 3-7 to suit your particular requirements, if desired. If you leave a name blank, it will revert to the default name (listed as current names here).

You can also choose the maximum age of profiles to be displayed. (also available in the Match Filters screen - Sec 4.5).
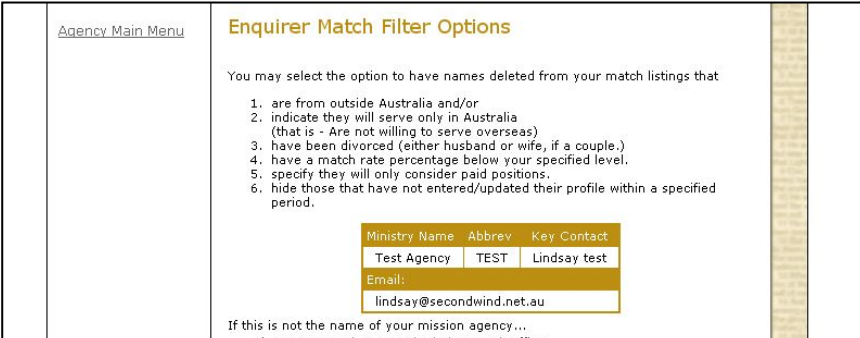
2.7. Match Filters

You can set up match filters additional to the 5 criteria used in the profile, to suit your agency's particular needs.

Additional options available are to filter out those Enquirers:
➢ Not living in Australia
➢ Not willing to serve outside Australia
➢ With a history of divorce
➢ Only seeking paid positions
➢ Whose profiles are older than the specified no of days.
➢ Who have a match rating below your specified minimum match rating.
You can apply the Match rate filter to all match lists or just new listings

Select **Enter/Edit Match Filters** on the Agency Main Menu Page.

3.   Additional Search Features

There are several additional search utilities on the Main Menu page, in the **Search the Database** section:

1. Search for Enquirers by Name or State.
2. Supersearch for Enquirers eg by Age, Marital status, Time commitment, etc.
3. Other Searches based on Qualifications, Occupation, Ministry Preferences or Update date.

The searches are completely independent of the criteria in your profile.

3.1. Search for Enquirers by Name or State

Follow the instructions of the screen to locate specific individuals or a full list of all Enquirers. By clicking on an individual name in the list, you will display their complete profile.

The lists can be sorted by **Name order or State order**. The list will also display the %match with your agency and the Listname under which you have filed the profile.

3.2. Advanced Searches for Enquirers by Qualifications , Occupation, etc

This feature has 4 specific search options:
➢ Qualifications
➢ Occupation
➢ Ministry preferences
➢ Date of last entry or update

Click on the search of your choice. Then select any additional filters you wish to apply.
Click on **Find**.

Note:
As Enquirers enter their qualifications and occupation in "free text" fields, the software searches on fragments of the relevant qualifications or occupations to find all Enquirers or Spouses that match these choices. Because it is difficult to predict what words Enquirers will specifically use, at times the search results may pick up additional Enquirers not matching the desired search result.

On the next screen select the particular Occupation, (or Qualification or Ministry Preferences) you want to find, and any additional filters. For Occupation and Qualification searches, you can select only one option, but for Ministry Preferences you may select up to 3 options.

Then press **Display Enquirers** button at bottom of page.

The search results will display a list of names meeting these criteria. By clicking on a name, the Enquirer's full profile will be displayed, with an email link for quick contact.

3.3. Supersearches

This function allows you to search on a wider variety of criteria. You can select any or all of the following:-

- Bible training
- State
- Citizenship
- Age
- Marital Status
- Funding Status
- Process stage
- Time Commitment
- World Region
- Years when Available
- Ministry Preferences

Select your desired criteria, then select the **Search** button, at the bottom of the page.

The search results will display a list of names meeting these criteria. By clicking on a name, the Enquirer's full profile will be displayed, with an email link for quick contact.

Notes:
If there are particular searches you will use frequently, you may save these selection criteria as Named Searches.

These will display as a list at the top of this page.

Select the saved search you want, click **Use Selected Search**, and the search criteria will be populated with your saved criteria. Add additional criteria if desired, then select the **Search** button, at the bottom of the page.

4.   Enter/Edit Agency Information (Normally responsibility of National Office)

(Located in the **Manage the [AgencyName] Profile** section in bottom section of screen.)

Your National Office will need to edit your agency information from time to time to keep it updated. There are 3 sections of information.

4.1. Contact Information.

The **key contact person**, email and phone will appear on the website. All electronic enquiries generated from the website will be automatically directed to this address.

Your agency has requested that you, as a State mobiliser, be able to access the database as well to search for potential recruits. Your name(s) will not appear on the website, unless included in the agency description.
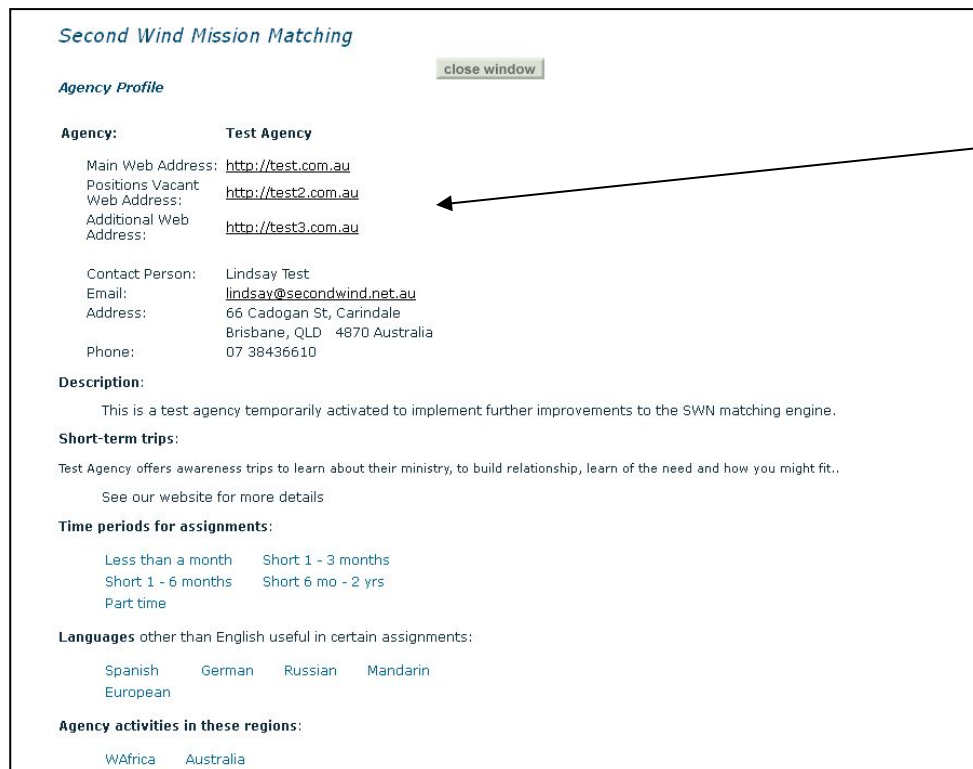
4.2. Service Information:

This comprises:
- Time commitment choices
- Languages other than English
- Regions of the World
- Information about Vision/Short-term trips offered

4.3. Ministry Opportunities

If you want to review these pages but make no changes, you can select the **Return to your Main Menu Page** link at the bottom of the screen.

4.4. View The Resultant Profile For Your Agency

In the Manage Agency Profile section, click **View the Agency Profile**.

Notes:
The web address is a direct link to your website.

The email address is also a direct link.

Check the profile, to ensure it provides a correct description of your agency. It may be edited at any time from your Agency Main Menu Page. Return to that page by pressing the **Close Window** button.

When this profile is viewed by an Enquirer who has lodged their own profile, it also displays a pre-formatted email enquiry form, to make it easy for Enquirers to contact the Key Contact Person.

5.   Top Needs Section

Partner agencies can enter up to 5 Top Needs for personnel or opportunities, either as generic positions or specific positions. These would usually be maintained by the National Office, but you may be able to arrange to enter them state by state.

Selecting **Enter/Edit Top Needs** will display this initial screen with a list of your agency's current Top Needs.

The Contact Information is pre-filled from your profile, but can be edited in the next screen for each position if desired. Each position is displayed for 6 months, after which it will automatically expire. Check this list regularly, and if you want to renew a position, just open it in the edit screen and save it again. If a position has expired, the Exp* column data will be in red print to alert you.

Go to Opportunities/ Top Needs to see how the list of Opportunities is initially displayed in various formats. All web viewers can access this section, without first entering a profile. They can then send you an Enquiry email, relating to the specific position advertised.

6.   Short Term Teams Section NEW FACILITY

Partner agencies can enter up to 5 Short Term Teams either as generic positions or specific entries. These would usually be maintained by the National Office, but you may be able to arrange to enter them state by state.

Selecting **Enter/Edit Teams** will display this initial screen with a list of your agency's current Short term Teams.

The Contact Information is pre-filled from your profile, but can be edited in the next screen for each team if desired. Each team is displayed until its Expiry date (Team Date), after which it will not be displayed in the List Of Teams as viewed on the SWN & MI Websites.

Check this list regularly, and if you want to renew a team, just open it in the edit screen and save it again. If a team has expired, the Team Date and Exp* column data will be in **red print** to alert you.

NB: The Teams should cover a range of age groups, not just under 40 or over 40s. You should also review these regularly to ensure they are current.

Go to Opportunities/Teams to see how the list of Teams is initially displayed. All web viewers can access this section, without first entering a profile. They can then send you an Enquiry email, relating to the specific team advertised.

Email Enquiries Generated From the Enquirer's Profile
If an enquirer sends a pre-formatted email enquiry it will contain a link to their profile. This will be sent to the Principal Contact who may in turn forward the email to one of the State reps. Following is an example of what you will see in the email message:

To view a summary profile for A & B CXXX click on the link below or enter the link into a new browser window.
http://www.secondwind.net.au/user/profile.php?Code=4f9fecabbd77fba02d2497f880f44e6f

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By clicking on the link, you will be able to view the Enquirer's profile immediately, without having to first log in.

This email message can be forwarded to others in your organisation and the link will still remain active.
Alternatively you can forward the whole profile.
Open the profile in your browser.
Select: File, Send, Page by email (IE) or Send Link (Firefox).
The profile or weblink will then be incorporated in the body of your email message.

Note: This does not happen for enquiries generated from the Top Needs section, as there is no link from this to an Enquirer's profile. Enquirers do not have to first enter a profile to access the Top Needs section. If you are the designated Contact Person for a Top Need, you will receive a different message containing details of the enquirer.

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6.   Other Information

If too much time elapses after login without any activity, the session will time out, and you will have to log back on again before performing any other functions.

Each partner agency is normally set to be active until 30 June the following year. This expiry date will be reset administratively by SWN upon renewal of partnership for a new year.

Please give us feedback. We welcome all feedback both on contents and on processes. We are particularly interested to know if there are any other Ministry Opportunities, Languages, Time Periods or World Regions, and are planning to adjust it according to agency feedback.

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